

14 April 2011

Attention Deon Liebenberg
Ladysmith Panelbeaters
Ladysmith 3370

Re : Services Rendered

Dear Deon

We take this opportunity to thank you for services rendered to our Clients . We must mention in particular our relationship with Riaan van Rensburg. It has been a highly professional business relationship.

Our comments are based on the the large volume of work completed on our behalf over many years for many Insurers.

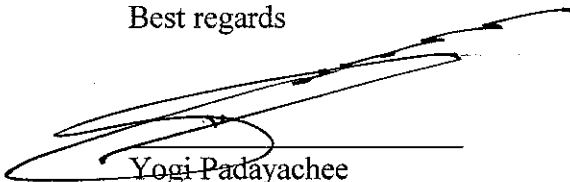
The most rewarding aspect of dealing with Ladysmith Panelbeaters is the efficiency of your administration system,from the initial quotation to assessment .

We are particularly impressed by Digital Assessments done on behalf of Santam. This is an area that is usually of concern as it has caused delays in authorisation around the country. We have not had this problem with Riaan.

F N B Insurance Brokers is one of the leading brokerages in the country and our client base is very large.

We need the co-operation of professional service providers and commend Ladysmith Panelbeaters on providing high class service.

Best regards



Yogi Padayachee
Commercial Claims Division
Ladysmith